

Chesapeake Health Department

THE CLIENT HAS THE RIGHT:

- * To be treated with dignity, respect, and compassion with full recognition of individuality.
- * To receive quality care that is timely, confidential, and considerate of the individual and his property.
- * To be ensured that clinical records are confidential and available only to Health Department Staff.
- * To receive the appropriate level and intensity of services required to meet the physical and psychosocial needs of illness, disability or death.
- * To refuse treatment to the extent permitted by law and be informed of the consequences of such action.
- * To be informed regarding program policies related to eligibility and continuation of services, discharge, need for transfer, and contingency plans for alternate services.
- * To receive information necessary to give informed consent prior to the provisions of care. Family/guardian may exercise patient's rights if patient is judged incompetent.
- * To participate in the development and revision of the plan of care and be informed in advance of frequency of visits and any changes in plan of care.
- * To receive communication concerning the medical condition as appropriate.
- * To voice grievances or suggest changes in the program without fear of discrimination or reprisal and expect a review and resolution of such problems. The local health department number 382-8699 with operational hours 8:15 am to 5:00 pm Monday through Friday may be contacted for complaints and/or questions.
- * To be informed of impending discharge, continuing care needs, and available community resources as appropriate.
- * To receive information in a manner that can be easily understood.